

	APOLLO HOSPITALS, HYDERGUDA		HRM- 01
			Issue: C
	POLICY ON STAFFING		Date: 05-01-2016
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PREPARED BY: V.P-HR		APPROVED BY: Chief Executive Officer	

1.0 PURPOSE

To ascertain the needs with respect to the number of personnel with appropriate qualification, experience and skills required to fulfill the Organization mission and to work towards meeting the patient needs. This policy helps in reassigning staff from one department / section to another in response to changing patient needs or staff shortages and to consider staff request for reassignment based on exigency or special circumstance.

2.0 SCOPE

Hospital covering Inpatient and Out Patient Services

3.0 RESPONSIBILITY

Clinical and Managerial leaders (Medical and Non Medical Heads)

4.0 POLICY

HR policy represents the primary link between business strategy and the HR functions. The Department Heads (Clinical and Non Clinical) who are the part of the Patient care processes shall develop a staffing policy with a support of the Human Resources Department taking in to consideration the set objectives of the department. It is usually reviewed on an once in two years and necessary modifications are made based on the needs of the department with reference to patient care service delivery. Amendments to the staffing policy shall be made if necessary taking into consideration the patient care needs.

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The Staffing policy shall be developed based on the following criteria:

- Services offered by Departments
- Working hours of the Department
- Infrastructure facility
- Volume of work
- Average Bed Occupancy
- No of Outpatients
- Accepted Ratios (e.g) Bed to Nurse ratio on critical and non-critical care areas
- Service delivery outcomes
- Average attrition rate
- Expansion of department services
- Addition of New Services / New Projects
- Applicable licensure, certification, laws and regulations relative to the required staffing complement.

Classification of Human Resources:

- Doctors
- Nurses
- Allied Health Professional
- Support Staff

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- Admin Staff
- Out Sourced Staff

5.0 Job Specifications and Description:

The desired qualifications, skills and experience required by employees involved in the care process is defined in the Job Specification Manual and the duties and responsibilities are defined in the Job description Manual.

Redeployment of Staff:

In order to maximize utilization of the available skill pool, employees are subject to be redeployed between similar functional areas in the same department. This creates flexibility in terms of multi-tasking possibly because the skill sets required are more or less same. Even in case of an exigency or say a special circumstance this policy provides for accommodating individual requests as well as sustaining patient care. This Policy is applicable to all the departments.

Procedure:

The interchangeability / re-deployment is of course a discretionary tool available with the concerned Executive without compromising the patient care. The re-deployment arising out of any circumstances is to happen only after the concerned Executive having verbally discussed the same with the Incharges of both the units involved in the movement of the

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concerned employee. However in case of certain exigencies, when an employee makes a special request for a change of job-area due to good and valid reasons in the opinion of the Executive, who will, subject to employee's suitability and there being a vacant slot in the alternate position and after discussing with the concerned In charge relieve the concerned individual from his / her present job to an alternate position. This special request will be accorded and kept in his / her Personal File and will not be allowed to be considered as a precedent. The duration of the assignment in the alternate the Executive will decide position. The guidelines say for Nursing Department are as under. The same are symptomatic and each department could have their specific movement barriers / domains.

- a) Staff Nurses within all CCU's
- b) Staff Nurses of Theatres
- c) Staff Nurses of Medical & Surgical Wards

Outsourcing Non –core services

Based on the assessment made, the clinical and managerial leaders will decide on the right service provider for outsourcing its non-core business activities. Laws regarding the hiring of contract staff for the healthcare industry will also be taken into consideration for appointing them.

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